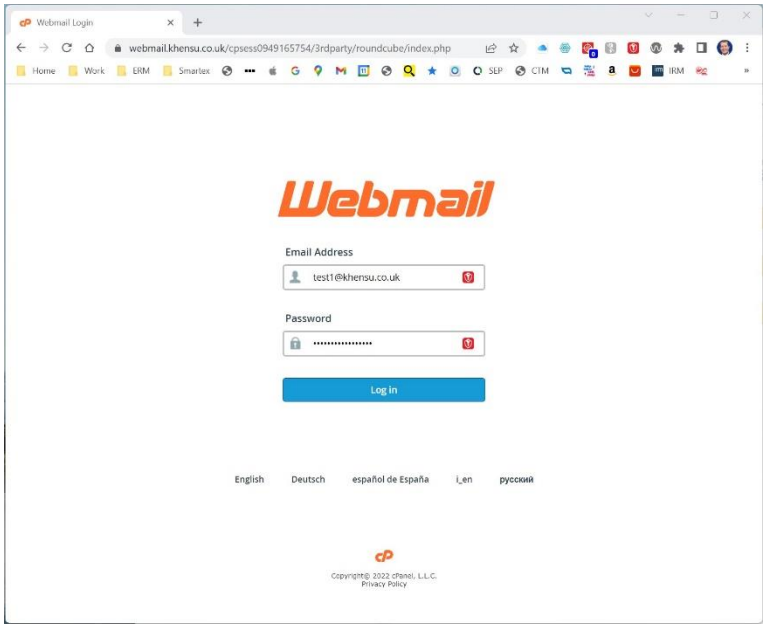
Khensu® Email Configuration Instructions v1.1

When you receive your Khensu® email from cpanel@khensu.co.uk, it may appear confusing at first. The main thing you need to do is read your new email address from where it says:

Client Configuration settings for “xxx@khensu.co.uk”.

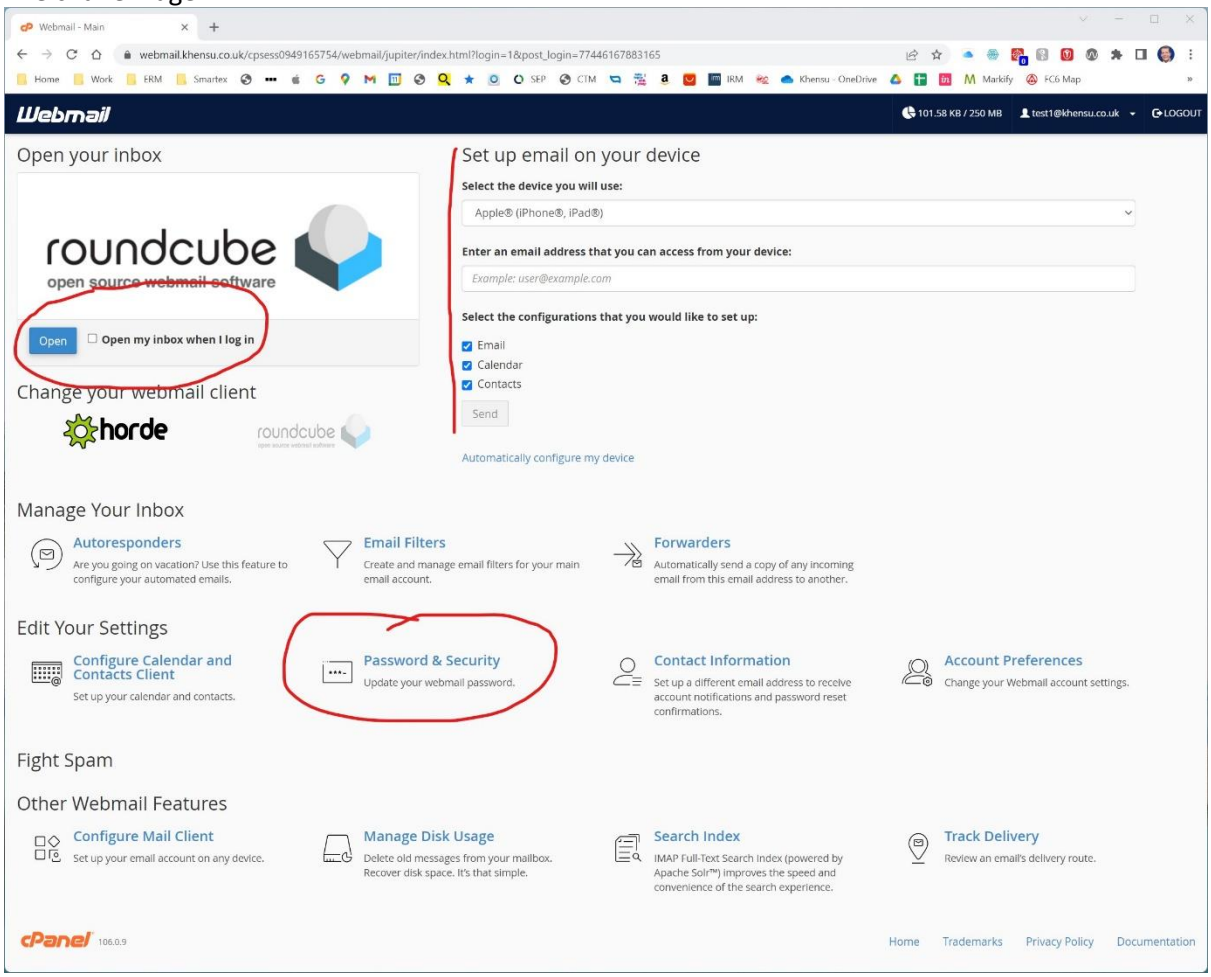
(your email will have the xxx replaced with your name) and then follow the instructions below.

Setting up Webmail (Do this first)



1. Visit the following website: webmail.khensu.co.uk
2. Log in using your full Khensu® email address and the initial password: Change_This_Password_Now
3. You will then be presented with the cPanel email configuration page (see below).
4. Change your password (before setting up your mail on any other device) using the Password and Security feature.
5. Use the Set up email on your device (selecting General, Apple® or Android™ options) to send the Khensu® email setup instructions to an existing email.
6. Click the blue Open button to view your email, calendar and contacts. (tick the box to Open my inbox when I log in to go here automatically next time.
7. Log out using the button in the bottom left corner of the webmail page and log back in again to check your new password.

The cPanel Page:



You can go back to the cPanel page from the webmail page by simply clicking the cPanel icon in the left-hand navigator bar.

The cPanel page allows you to:

- send setup instructions to other devices
- automatically forward a copy of all incoming emails to another email address
- change your password
- filter incoming messages etc.

Setting up Email on Apple® or Android™ Devices

You can add an email account manually using the configuration information on the cPanel page or you can use the Setup email on your device option on the cPanel page to send yourself configuration files to automatically add email, calendar and contacts to your device.

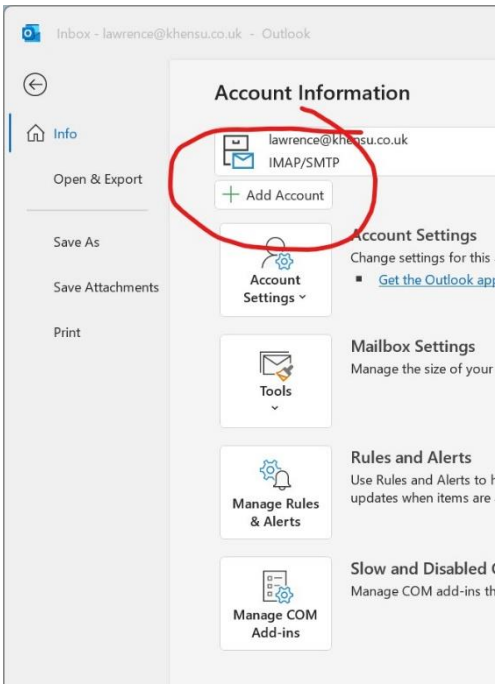
The Apple® option will send configuration files, and the manual configuration instructions, for any iPhone® or iPad®.

The Android™ option will send configuration files, and the manual configuration instructions, for any Google Pixel™, Samsung Galaxy® etc.

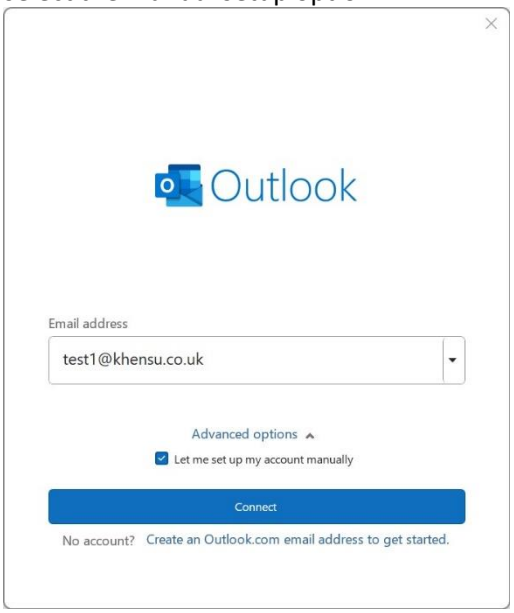
Setting up Email in Outlook®

These instructions are for setting up your email in Outlook® by using the manual configuration information which is in your webmail inbox or can be re-sent to any device by using Setup email on your device option on the cPanel page.

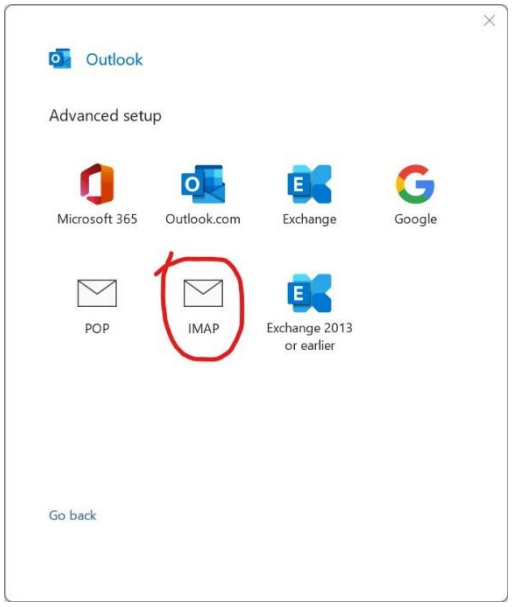
Step 1. Select *File* and click the *+ Add Account* Button.



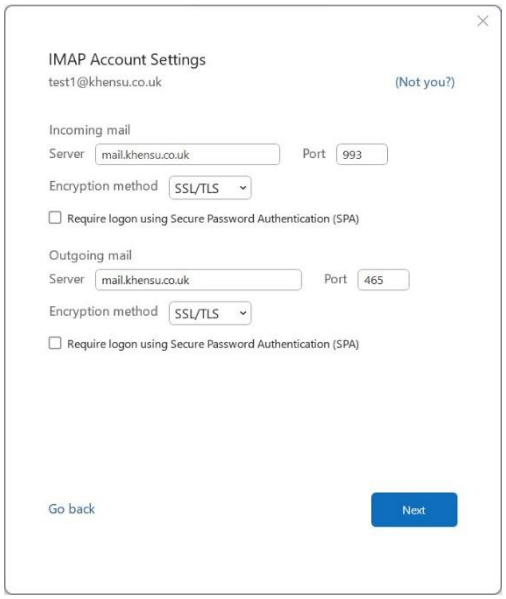
Step 2. Type in your Khensu® email address and select the manual setup option.



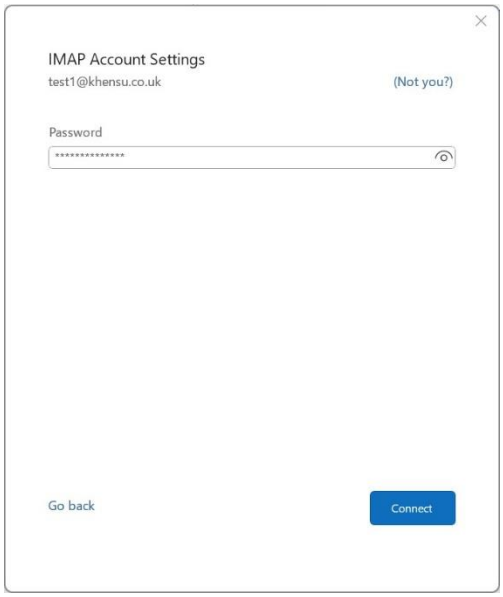
Step 3. Select the IMAP option



Step 4. Use the correct mail server address and port numbers from your configuration details. Make sure the SSL/TLS option is chosen and the SPA option is NOT ticked.

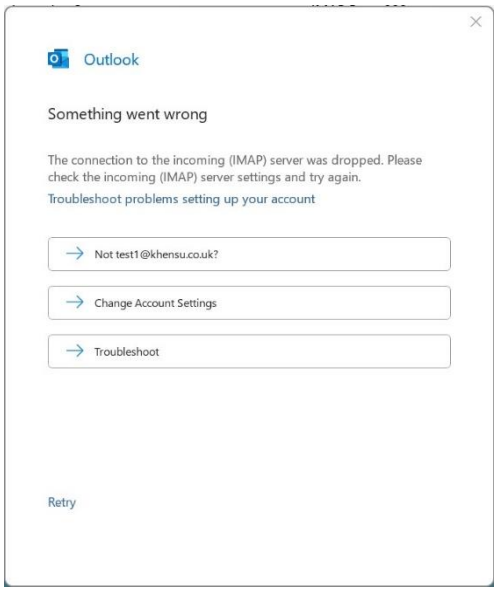


Step 5. Enter your NEW Khensu® email password (that you set up when you initially used Webmail).



Finished Your email account has now been added to Outlook® list of emails.

Error: If you get the following message, please go back and check your configuration settings and make sure you are using the new password that you set.



If you still have a problem, please email web@khensu.co.uk for assistance.